Distance Support Portal
A world of support at your fingertips

Anchor Desk
I need to . . .

QUICK REPORT

Count of Cases

New Cases Created		382
Metric	**Total**	**%**
Telephone	147	38
Email	188	49
Anchor Desk Web	44	12
Other	3	1

Case Status as of 1/8/2004 only.

Distance Support Top 10 Requests

Cumulative Totals (Since 08/15/2000)

Legend: Other, Training, Tech Data, Tech Assist, Logistics

Categories: AN/USQ 119 GCCS, CIWS Block 1, AN/SPS-49 (V) 1 - 7 Air S..., Galley and Scullery Equipment, AN/SPY-1B/D Radar, AN/WSN 1, 2, 3, 5 INS, Air Conditioning Plants R-1..., Watertight Doors, Boat Davits, LM 2500 Gas Turbine Engine
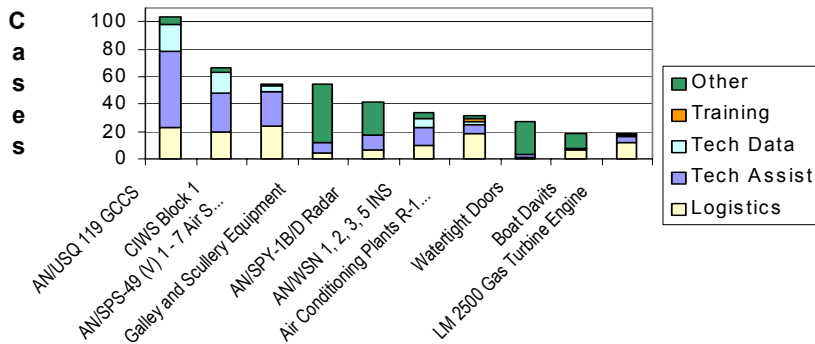
Functional Drivers

Types of Questions (382 Total Cases)

- NEMAIS (166) — 43%
- Logistics - Not Parts (55) — 14%
- Supply (49) — 13%
- Logistics - Parts (48) — 13%
- Technical Data (16) — 4%
- Technical Assistance (15) — 4%
- Directory Assistance (15) — 4%
- Quality of Life (8) — 2%
- Other Subjects (8) — 2%
- Training (2) — 1%
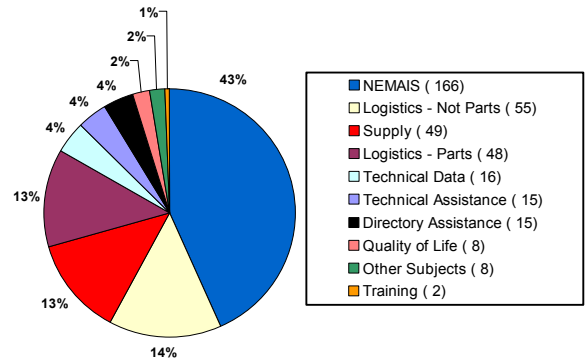
Case Resolution

New Cases Created		382
Metric	**Total**	**%**
Old Cases Closed	175	
New Cases Closed	264	69
Closed Same Day	242	63
First Contact Resolution	97	25

Case Status as of 1/8/2004 only.

Case Resolution Ratio

Legend: Cases Created, Closed, Same Day, FCR
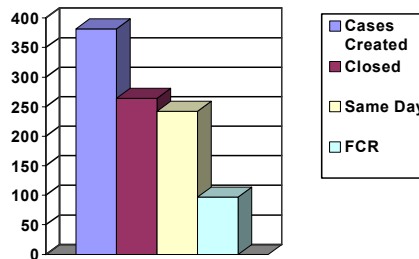
SOS Response Time Breakdown

Total SOS Requests Resolved		262
Metric	**Total**	**%**
1.) > 1 Week	41	16
2.) 3 - < 7 Days	5	2
3.) 1 - < 3 Days	5	2
4.) 6 - < 24 Hours	20	8
5.) 2 - < 6 Hours	5	2
6.) < 2 Hours	186	71

Case Status as of 1/8/2004 only.

Open Cases Aging

Total Cases Open		714
Metric	**Total**	**%**
1.) > 1 Week	607	85
2.) 3 - < 7 Days	19	3
3.) 1 - < 3 Days	49	7
4.) 6 - < 24 Hours	32	4
5.) 2 - < 6 Hours	2	0
6.) < 2 Hours	5	1

Case Status as of 1/8/2004 only.

Open Cases Aging

- < 2 Hr — 0%
- 2-6 Hr — 1%
- 6-24 Hr — 4%
- 1-3 Days — 7%
- 3-7 Days — 3%
- > 1 Wk — 85%
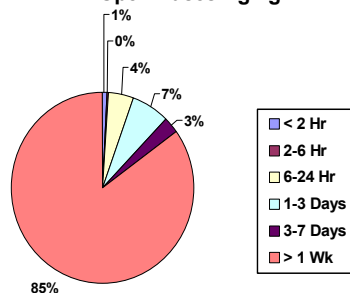
Cases Transferred Ratio

New Cases Created		382
Metric	**Total**	**%**
Transferred to SOS	160	42
Average Transfer*	0.9	Hrs
NICC Resolved	222	58
NICC Researching	0	0

Average Time between case creation and transfer.
Case Status as of 1/8/2004 only.

A full report explanation is available that includes definitions used in this report. Contact your Help Desk Manager to request a copy. All numbers are for the period, that is, the date range in the report heading. The period is specified at the time the report is run and may be daily, weekly (week ending on Wednesday), and monthly. Reports should be e-mailed to Help Desk Team members daily with weekly reports e-mailed on Mondays and monthly reports e-mailed the first working day of each new month.